

Learning Assistance Center



Student Employee Handbook

AY 2015-2016

Welcome Message from the Director

Welcome to the Learning Assistance Center (LAC)! This handbook has been developed to facilitate your training as an LAC student employee, to familiarize you with LAC programs and employee resources, and to answer your questions about employee procedures. We hope you will find its contents helpful. We want your transition into LAC employment to be as smooth as possible and your work with us to be professional, productive, and rewarding. Please feel free to contact your program coordinators or me if you have questions or need assistance.

Dr. Aimee Arreygue, Director

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LAC Vision and Mission

Vision

The Learning Assistance Center recognizes that individuals come to CSULB with different knowledge, skills, and areas of strength. Given the appropriate resources and support, we believe that all students are capable of succeeding in the pursuit of their academic goals.

Mission

The Learning Assistance Center (LAC) at California State University, Long Beach provides our diverse student population with the tools needed for academic success.

Empowering students to cultivate the skills, strategies, and behaviors of confident, independent, and lifelong learners, the LAC contributes to the university's focus on student-driven learning, and increased retention and graduation rates.

Our Commitment to the Campus Community

In striving to consistently deliver the best service possible and to treat others as we would like to be treated, all LAC staff and student employees will reaffirm our commitment to:

- Treat others with respect;
- Seek out the best ways to serve both known and emerging learning needs of the campus community;
- Take personal responsibility for providing services that are prompt, efficient, and conducive to learning;
- Honor our commitments to student clients, peers, and supervisors;
- Acknowledge limitations or mistakes in an effort to steadily improve the services we provide;
- Recognize and respond positively to diverse cultures and special needs;
- Provide service in a thorough and thoughtful manner;
- Collaborate to meet needs and solve problems in ways that are effective, proactive, and empowering.

Program, Personnel, and Staff Directory

- LAC Administrative Staff -

The **LAC Director and Associate Director** are always available to talk with student and professional staff seeking assistance with any work-related matter, including campus information, strategies for addressing particular student needs, and your personal goals.

Director Dr. Aimee Arreygue Aimee.Arreygue@csulb.edu (562) 985-8102

Associate Director Chris Glover Christopher.Glover@csulb.edu (562) 985-8635

The **Operations Coordinator** provides all logistical support to LAC student and professional staff, from processing contracts and payroll to ordering office supplies or resolving technical computer issues.

Coordinator Jasmine Endeman Jasmine.Endeman@csulb.edu (562) 985-5608

Reception and Information Services Staff ensure that all of the LAC programs run smoothly throughout the day. They provide information to students, staff, and faculty; check in student clients and direct them to the right staff; process messages between users and providers; and assist the LAC staff with various clerical tasks and projects.

Coordinator Norma Maurstad Norma.Maurstad@csulb.edu (562) 985-4192

- Student Support Programs -

Subject Matter Tutoring

Subject Matter tutors meet with students in an individual or shared tutoring format to clarify concepts in lectures and readings, to provide practice of essential skills, and to guide students in studying the discipline. Most tutoring is provided in a drop-in format, which is available for chemistry, economics, math, physics, statistics, and certain business courses for a semester fee of \$50 per subject for unlimited use.

Individual sessions are \$13 dollars per session. Students can make an appointment a week in advance or drop-in for a session (based on availability).

Some campus programs cover the cost of tutoring for their participating students (a list is available at the reception desk).

Coordinator	Holly Hare	Holly.Hare@csulb.edu	(562) 985-2251
Coordinator	Dora Mora	Dora.Mora@csulb.edu	(562) 985-5627

ESL/Language and Writing Program

The ESL/Language and Writing Tutoring Program offers two distinct services. The first type is the Conversation Lab (CL) which is free and staffed by volunteers. The CL allows students with limited English skills to drop in and practice the language in an informal small group setting. CL volunteers help students with pronunciation and grammar and explore American idioms, slang, and cultural differences.

In the second type of service, ESL Specialists work one-on-one with students to help them improve academic English writing skills. These activities may include preparing for the Writing Proficiency Exam (WPE), achieving success in a Graduation Writing Assessment Requirement (GWAR) or other writing-intensive course, or improving their English language skills so they can succeed in other courses. This service is free to matriculated students in the Fall and Spring semesters.

Associate Coordinator	Alex Hoang	Alexander.Hoang@csulb.edu	(562) 985-7424
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Learning Skills (LS)

Learning Skills Specialists conduct workshops and meet with students one-on-one to help them learn challenging material, manage their time, recognize important information in a lecture or textbook, manage stress and anxiety, study for and take tests successfully, and plan research projects and papers. All Learning Skills services are free.

Coordinator	Jennifer Luarca	Jennifer.Luarca@csulb.edu	(562) 985-1873
LS Specialist	Patrick Mulleavy	Patrick.Mulleavy@csulb.edu	(562) 985-5323

Supplemental Instruction (SI)

Facilitated by SI Leaders, SI classes (SIs) and groups support some of the university's most challenging courses. SIs meet 2-3 times a week to help students understand the material and develop effective strategies for mastering that content. SI Leaders hold office hours in the LAC to provide individualized help to their students. A list of current SI courses can be found on our website.

Coordinator.	Lyndsay Harrison	Lyndsay.Green@csulb.edu	(562) 985-7359
Assoc. Coord.	Sonia Muñoz-Duran	Sonia.Munoz-Duran@csulb.edu	(562) 985-5686

General Information and Guidelines

Attendance and Punctuality

Professionalism is a must at any work place. Tardiness is not allowed, as both late arrivals and absences create problems for program coordinators, student clients, and other student staff. In the event that you are unable to arrive as scheduled, please contact the LAC receptionist at (562) 985-5350 and leave a detailed message with your name, program, work schedule for the day, supervisor's name, and a number where you can be reached. Absences should be noted on your timesheet under "Shift Notes".

Training Sessions

Every LAC service offers a program of paid training to develop employees' job skills, disseminate information, and provide opportunities for collaboration and team-building. These sessions are a mandatory part of your scheduled hours and should be included on your timesheet. In the event that you are unable to attend, you must inform your program coordinator in advance of the workshop so that other arrangements may be made.

Supervisor Observation and Evaluation

For quality assurance purposes, the professional coordinators of every LAC program observe student employees on the job throughout the semester, both informally and formally. This process is part of the LAC's employee training process and an invaluable component for ensuring program quality and for making the LAC an excellent workplace at CSULB.

Dress and Grooming

We expect you to dress appropriately for a workplace environment. Be aware that during work you are a representative of the university. Please be neat and pleasant to be near, which means regular showers, shampoo, fresh breath, etc. Remember that others may have allergies to perfume or cologne, so apply scented health and beauty products conservatively and be mindful of the fact that some styles of dress may be distracting to others or offensive to some cultures.

Mailboxes

Please check your mailbox daily upon arrival at the LAC and regularly between sessions, as this is where the receptionists place student cancellations and other messages. Respond to correspondence promptly when needed.

Food & Drink Policy

Only bottled water is allowed in student work areas. All food and other beverages must be consumed outside the LAC and any wrappings or trash must be discarded outside the center. If you are carrying any food or beverage (other than water) when you arrive for work, please leave those items on the counter next to the microwave or in the refrigerator (labeled with your name and the date). You are welcome to store your lunch in the fridge, but be aware that anything left overnight may be discarded. (Only professional staff may keep personally labeled food items there for longer periods of time.)

Electronic Devices

Please silence all cell phones and put them away while working in the LAC in order to give students your undivided attention at all times. Student computers may be used only for academic work. Use headphones with recorders or other noisy apparatuses unless the classroom is available in order to reduce ambient noise levels. If you need to connect your personal electronic devices, choose only outlets that leave all aisles clear.

Student Work Area and Staff Offices

The LAC space is shared by several other learning programs, so all employees must be good neighbors. At the conclusion of each session, please clear the tables and push in your chairs. While working, take care to keep volume low so that you do not interfere with others who are studying in the LAC.

**Learning Assistance Center Main Number
(562) 985-5350**

Student Employee Classification

LAC student employee classifications and salary scales are based on state standards for Instructional Student Assistants (ISAs) and Student Assistants (SAs).

All new employees are hired at entry level on the LAC pay scale for their respective positions. Program supervisors automatically seek promotions for those student staff whose training, experience, and quality of work make them eligible for advancement in rank with the corresponding raise.

Student Assistants who serve at the reception desk, whether paid via federal work study or from LAC funds, are eligible for a raise (of up to 5%) after completing one year (500 hours) of satisfactory service.

The LAC's **Instructional Student Assistants** (ISAs) have a common classification and salary scale, irrespective of their appointments as ESL Specialists, SI Leaders, or Tutors. While there are some variations among programs with respect to working titles and internal administrative procedures, advancement is permissible only at the start of a new semester for all such appointments.

CSULB's Tutorial Services training program is certified by the [College Reading & Learning Association \(CRLA\)](#). Because we participate in this national program, a certified tutor may carry that level of advancement to other participating colleges or universities. Even though ESL Specialists and SI Leaders are not directly included within that authorization, the personnel processes in these programs are consistent with the CRLA requirements.

The CRLA standards for advancement through three levels of certification are described below. Each certification level requires a minimum **10 hours of training and 25 hours applying that training to the corresponding job.**

Level 1 (Entry Level)

All ISAs (Instructional Student Assistants) must complete this level of training within the first half of their first semester as employees. It requires a minimum of 10 hours of initial orientation plus those additional workshops required by your program. (For Tutorial Services, this is Level 1: Basic.)

Level 2 (Advanced Level)

To obtain Level 2 classification, you must complete the following:

- Certification at Level 1 and one semester of employment (for tutors, at least 25 hours)
- Satisfactory (or better) evaluation by program supervisor
- At least 4 additional hours of further training (for Tutorial Services, this must be completed by the third week of the second semester and documented on the training checklist provided by the coordinators)

Level 3 (Master Specialist/Leader/Tutor)

Level 3 certification is *by invitation only*. It is a leadership opportunity offered to a few select individuals who have already demonstrated exceptional effectiveness and who can therefore help guide less experienced peers in developing their job skills. Level 3 certification may require a combination of additional training and independent research and investigation to prepare for a designated role or task. All such work is completed in close consultation with and under the guidance of the program supervisor. More specific details about expectations are provided by the Coordinator.

A Day in the Life

Front Desk Staff: Check your mailbox, put on your nametag, check front desk notes, and log in to TutorTrac. At the end of your shift, you should update your timesheet before returning your nametag to your mailbox.

ISAs: Follow the instructions below:

1. Check in

Check for messages (mailbox), put on your nametag, and find your magnet on the board and use it to designate the table you have selected.

2. Gather necessary materials to conduct your session

It will save you time if you are prepared for each session.

3. Conduct each session

Follow your training! We are not a homework help service; use students' homework assignments to assess their strengths and weaknesses and guide them in the development of needed knowledge and skills.

4. Student records/progress reports

SI Leaders: You must track each student's office hour visits, recording them in the "Office Hour Record Sheet" binder as you see each student.

ESL/LWT & Content Tutoring: Keep thorough records, completing each student's progress report before the next student arrives. Follow training instructions regarding entries to each student's permanent progress record.

Individual Tutoring: Complete all required notes and any other required forms at the end of each session.

5. Clean up the area

Be a good neighbor. Clean up the work area after each session. Be considerate of other staff who need tables during busy hours. If you don't have continuous sessions, promptly open the space up for others to use.

6. Check out

Return your magnet to the designated program column (alphabetically). Those who fail to do so before leaving the LAC will find their magnets in the dog house.

7. Complete your timesheet

It is important that you complete your timesheet after every work shift. Follow the coordinators' instructions to fill out your timesheet.

Completing Your Timesheet

Timekeeping

Federal and state laws require the employer to keep an accurate record of time worked in order to calculate employee pay and benefits. In the LAC, it is the responsibility of every employee to keep accurate records of time worked. This includes all the time actually spent on the job performing assigned duties.

Tampering with, altering, or falsifying your own or anyone else's time records, or recording time on another employee's time record, may result in disciplinary action, including discharge.

Student employees are non-exempt employees. This means you cannot work more than 6 consecutive hours without a 30-minute unpaid break. Additionally, you are allowed a fifteen (15) minute paid break for every consecutive four (4) hours worked. As a student employee, you may not exceed a total of 20 work hours per week on-campus.

Student employees should report to work no more than ten minutes prior to their scheduled starting time and stay no more than ten minutes after their scheduled stopping time unless prior authorization has been given, in writing, by the supervisor.

It is the employee's responsibility to sign his or her timesheet to certify the accuracy of all time recorded. The supervisor is responsible for reviewing, approving, and signing the timesheet before submitting it to payroll for processing.

Recording your hours

- All times must be entered as hour : minute AM/PM (i.e., 9:00 AM, or 5:30 PM)
- For each shift, enter the time your shift began in the “in” column and when it ended in the corresponding “out” column
- If you have a break in your hours, your timesheet must reflect that, as Wednesday does in the example on the following page
- The total number of hours worked per day is calculated automatically when you enter the times you worked, as are the total hours for the week and month. Any deviations from your schedule should be noted on the shift notes for the day. (See example on 5/1/12 and 5/3/12.)

		IN	OUT	IN	OUT	IN	OUT	TOTAL	SHIFT NOTES
M									
5/1/2012	TU	11:00 AM	3:00 PM					4.00	2:00-3:00PM student cancellation
5/2/2012	W	9:00 AM	10:00 AM	2:00 PM	5:00 PM	6:00 PM	7:00 PM	5.00	
5/3/2012	TH								sick
5/4/2012	F	10:00 AM	12:00 PM					2.00	
Total Hours for the Week								11.00	

Changes to your assigned schedule

- All adjustments to your regular schedule must be approved by your supervisor and noted in the “Shift Notes”

Completing your timesheet

- Enter your hours worked after each shift
- Complete your timesheet by the 24th of each month, projecting hours for the remainder of the pay period
- Sign and date your timesheet in blue or black ink

Picking up your paycheck

- Your paycheck will be available on the 15th of the following month at the Cashier’s Window in Brotman Hall (1st floor)
- If the cashier cannot find your check, ask them to check the staff folder. If they still cannot find it, note their name and report the problem to your supervisor as quickly as possible

Academic Assistance Resources on Campus

CSULB University Library

(562) 985-8472

www.csulb.edu/library/guide/biblio.html

Individual research assistance is available with a librarian specializing in a particular field. Visit the website above to contact the appropriate librarian.

Writer's Resource Lab

LAB – 206 (562) 985-4329

www.cla.csulb.edu/departments/english/wrl/

Individual appointments are available with tutors who assist with each stage of the writing process, such as brainstorming, organizing ideas, creating outlines, developing drafts, and editing strategies.

Math Tutoring Center

LA5 – 345 (562) 985-4721

Free math tutoring is offered for all MAPB classes; all 100-level Math classes; Math 223, 224, and 247; and Stat 108.

Math Education Tutoring Center

LA5 – 249 (562) 985-4721

Free math tutoring is offered for MTED 105, 110, 211, and 402.

Student Access to Science & Mathematics Center (SAS Center)

Hall of Science – 164 (562) 985-4682 www.cnsm.csulb.edu/centers/sas

Housing a computer lab and the CNSM advising office, SAS offers tutoring for Biology, Chemistry, Microbiology, Physics, and Math

Hauth Center for Communication Skills

LAB – 200 (562) 985-7142 www.cla.csulb.edu/centers/hauth/#services

The Hauth Center offers individualized training in effective public speaking.

College of Liberal Arts Language Lab

LAB – 305 (562) 985-1082 web.csulb.edu/labs/langlabs/index.php

The Language Lab offers individual and small group support for foreign language learners.

Additional Areas of Academic Support

web.csulb.edu/divisions/students/student_resources/tutoring.html

A list of additional areas that provide academic support are listed here, including special programs that offer referrals and support.

Support for Distressed Students

Tutoring vs. Counseling

The nature of your position entails a close working relationship with student clients and other student employees. You may be the first to notice a student's distressed, disruptive, or dangerous behavior. A timely response to such situations may reduce the negative impact on the student's academic endeavors.

In most instances, the best option is to consult a supervisor to determine how to best approach the problem. You are not violating the confidentiality of the student when you do this, whether you elect to name the individual or withhold that information when you talk with your supervisor. The supervisor will aid you in evaluating both the urgency and the form of action to be taken.

Never take it upon yourself to act as counselor to a client or student colleague. You are encouraged to listen to and acknowledge what they are saying, but be sure to maintain professional boundaries so that you may continue a comfortable working relationship with the student or peer.

In a situation where you cannot talk with a supervisor or other LAC professional, your first step is to determine the urgency of the matter.

Urgent instances carry imminent danger to someone's welfare:

- Suicidal thoughts/fear of losing control and harming/hurting someone
- Direct experience of sexual or other physical assault
- Witnessing an assault or accident
- Fear for his/her life or for the life of someone he/she knows
- Emotional trauma from abuse/recent death of friends or family

If one of these situations arises, **Counseling and Psychological Services (CAPS)** recommends the following series of steps:

- Call or have the student call (562) 985-4001
- Inform the receptionist who you are (student, faculty, staff, or administrator)
- Identify the need for an urgent assessment (indicate that it is urgent) and ask to speak with the on-duty (OD) crisis counselor
- The OD will make a professional assessment of how quickly the student needs to be seen and appropriate action will be taken

Call University Police (562) 985-4101

- When you believe that you or another person is in immediate danger
- When you believe that the student is about to harm her/himself
- When you believe that the student is out of control and is disrupting the classroom or another area on campus

Non-Urgent matters are less serious, without likely risk to self or another. For situations that do not appear urgent, encourage the student to call CAPS at (562) 985-4001 and provide the student with some relevant information:

- The hours at CAPS are Monday through Friday, 9:00am-5:00pm
- All conversations are confidential except when the student presents a danger to self, others, or when certain kinds of abuse are involved
- They must call in advance for an appointment and should accept the earliest available appointment compatible with their schedule (CAPS prefers that they do not request a specific counselor)

CAPS Website

CAPS has a very informative website at www.csulb.edu/CAPS, where some of the following topics are discussed in more detail:

- Dependent/passive student
- Depressed student
- Student in poor contact with reality
- Student suspected of substance abuse/addiction
- Student who has been sexually harassed
- Suicidal student
- Suspicious student
- Verbally aggressive student
- Violent student

CAPS also has a workshop series which may benefit some students or fellow student employees. The most consistently offered topics are listed below; call (562) 985-4001 for a schedule and other available sessions.

- Self-esteem
- Relationships 101
- Test anxiety
- Dating violence
- Public speaking anxiety
- Group facilitator training

Should I Call 911?

In any **non-emergency situation** (no threat to life and no need for immediate medical attention), see the preceding pages for recommendations on handling non-urgent matters.

An **emergency situation** is one in which there is a **threat to life** or need for **IMMEDIATE medical attention**.

First, DO NOT dial 911 from your personal cell phone! You will reach the local CHP! To contact University Police, call (562) 985-4101 or dial 911 from any campus phone.

In any of the following situations you are encouraged to immediately contact any supervisor on duty. All tutoring in progress should be interrupted. If no supervisor is immediately available, follow the procedure below.

Medical Events

If medical attention is needed, call the University Police at (562) 985-4101. They will determine the course of further action and contact the local Fire Department or provide transportation to the Health Center if needed. The university also advises, "Where you are trained, administer first aid to the extent possible."

If any staff, faculty, or volunteer needs medical attention, University Police will provide information about workers' compensation claims. They will also ensure that all appropriate paperwork is completed.

Death on Campus

Immediately call (562) 985-4101 or dial 911 from any campus phone. University Police will take any further action required.

Crime

If you notice a crime in progress in the LAC, you are responsible for reporting it to any supervisor on duty when you can safely do so. If no supervisor is available at the time, call 911 from any campus phone or (562) 985-4101, and be ready to provide the following information:

- What happened
- Who was involved
- Any injuries
- Description of the suspect
- Identification of any weapons involved

- Last known direction of travel of those involved
- Where the victim is

Stay on the line until the dispatcher lets you go; there may be more information they want after dispatching police units.

DO NOT interfere with the crime in progress in any situation! Your goal is to record information and report it. DO NOT attempt to protect the property of CSULB! Your safety is of primary importance.

Disciplinary Procedure

Adapted from Guidelines Provided by Academic Affairs & Administration and Finance
http://www.csulb.edu/misc/adminguidelines/pdf/daf_vp_office/progressive_discipline.pdf

In the same way that ongoing training and further experience are recognized with salary increments, there is also a process for addressing employee failure to meet required standards of performance or inappropriate conduct. In such instances, the CSU generally and CSULB specifically follow a process of progressive discipline, providing a fair and consistent method for addressing concerns with the goal of improving employee performance. The LAC process described here follows the campus guidelines.

Because no two situations are identical, specific steps in progressive discipline may vary somewhat. Initial misconduct may be addressed with simple counseling or other corrective action, whereas repeat violations of the same or related performance requirements or ongoing misconduct may call for more serious measures. Where serious misconduct has occurred, formal disciplinary action may be required as a first step.

The Learning Assistance Center follows a three-stage disciplinary procedure:

Stage 1: Corrective Action - With the goal of staff development, this phase provides an opportunity for employees to receive advice and counseling regarding unsatisfactory performance and/or inappropriate conduct and allows reasonable time for them to improve performance to a satisfactory level. Corrective action may include oral warning or counseling and/or written warning, counseling, or reprimand.

Stage 2: Written Warning – Repeated offenses will lead to a written warning by the coordinator. The record will remain in employees' personnel file. Employees may continue to receive advice, counseling, and time to improve their performance.

Stage 3: Dismissal/Discharge - There are times when dismissal/discharge is necessary due to the severity of the conduct or the repeated nature of the unsatisfactory performance. Employees are provided proper notice of the reasons for this stage of disciplinary action.

While disciplinary actions occur infrequently, they do occur nonetheless. The goal of all LAC program supervisors is to help develop every student employee to become a strong, excellent, and employable professional in the workplace.

University Policy on Discrimination and Harassment

Office of Equity & Diversity – Policy & Plans (Abridged Version)

Discrimination is the denial of opportunity, participation, or benefit to an individual or class of individuals on the basis of any of these identified grounds.

Discrimination Prohibited by U.S. Law:

- Race
- Color
- National origin
- Ancestry
- Ethnicity
- Gender/gender identity
- Age
- Marital status
- Pregnancy
- Medical condition
- Physical or mental disability
- Veteran status (employees)
- Religion
- Sexual orientation (actual or perceived)
- Retaliation against individuals who have exercised their rights under these laws [Rev. March 2001]

The following examples are illustrative of behaviors that could be interpreted as discriminatory. This is not an exhaustive list:

- Lack of access or equally effective access to academic programs or to electronic or information technology
- Verbiage that could be perceived as being offensive, such as comments about someone's race, sex, gender/gender identity, ancestry, color, age, physical or mental disability, marital status, religion, sexual preference, or veteran status
- Refusal (to a student or employee) of time away from class or work to observe a religious holiday or of permission to make up the time of work lost due to that observance
- Repeated comments or joking about someone's ancestry

See <http://www.csulb.edu/depts/oed/policies/discrimination.html> for complete description.

Harassment is unwelcome and/or offensive conduct on the basis of any protected status, which includes race, color, religion, national origin, ancestry, age, sex, sexual orientation, marital status, veteran status, physical disability, mental disability, or medical condition, such that

1. Submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment, grade or academic progress; Submission to or rejection of such conduct by an individual is used as the basis or threatened

to be used as the basis for employment or academic standing or assessments affecting an individual; or

2. Such conduct being so severe or pervasive that its effect, whether intended or not, creates an environment that a reasonable person in the shoes of the individual, could consider as intimidating, hostile or offensive.

Sexual harassment is a specific form of harassment that is specifically addressed by legislatures and courts and is one of the most prevalent forms of discrimination. There may be sexual harassment by those of the same sex as well as by those of the opposite sex.

“Sex” includes, but is not limited to, the victim’s actual sex; the harasser’s perception of the victim’s sex; the harasser’s perception of the victim’s identity, appearance, or behavior, whether or not that identity, appearance, or behavior is different from that traditionally associated with victim’s sex at birth.

Examples of Harassment

The following examples are illustrative of behaviors that could be interpreted as harassment. This is not an exhaustive list:

- Written comments or jokes sent in print or electronically;
- Verbal communications that include graphic or degrading comments about an individual and/or his/her body or personal characteristics, or using epithets, derogatory comments, or slurs;
- Physical acts such as unwelcome touching, physical interference, or even assault;
- Visual acts or displays, such as derogatory cartoons, drawings or posters, or inappropriate gestures.

See <http://www.csulb.edu/depts/oed/policies/harassment.html> for complete description

Gender Equity is also specifically mandated by Title IX of the Education Amendments Act of 1972 (20 U.S.C. § 1681), which prohibits discrimination based on the gender of students and employees in educational institutions receiving federal financial assistance. Specifically, Title IX states, “No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving federal financial assistance” (20 U.S.C. § 1681).

California State University, Long Beach does not discriminate on the basis of sex, sexual orientation, or gender in educational programs, services, or activities. Such

programs include admissions, financial aid, employment, and equal access to university facilities. In addition, CSULB is committed to maintaining a safe educational and working environment free of discrimination, harassment, or retaliation on the basis of a protected category.

See <http://www.csulb.edu/depts/oed/policies/title-ix.html> for more information

In cases of discrimination or harassment:

As a university employee, if any student you are assisting reports having been a victim of actual or perceived discrimination or harassment, it is your responsibility to notify your supervisor, who will take the steps required of all LAC professionals. If you yourself are subjected to actual or perceived discrimination or harassment, you should be aware that the university provides all members of the campus community avenues intended to resolve complaints in a timely and responsive manner at the earliest possible stage. These vary for 1) employees represented by a collective bargaining unit, 2) employees not eligible to file a complaint or grievance under a collective bargaining agreement, and 3) students or other campus community members (e.g. guests, contractors, vendors).

Campus Complaint Procedure - Informal

The Informal Discrimination Complaint Resolution Procedure is initiated by speaking with one of the following persons of your choice:

- Immediate Supervisor (program coordinator or LAC Director)
- Office of Equity & Diversity
Larisa Hamada, Director, Title IX Coordinator
Larisa.hamada@csulb.edu
562-985-8256
University Student Union, Room 301

Campus Complaint Procedure - Formal

A formal complaint may be filed at the Office of Equity & Diversity. Please contact Larisa Hamada, Director, for the appropriate procedure for formal complaints.

See <http://www.csulb.edu/depts/oed/policies/complaints.html> for complete description on procedures

Student Privacy

The Learning Assistance Center takes student privacy matters seriously, and follows University guidelines regarding FERPA. The Family Educational Rights and Privacy Act (FERPA) also known as the “Buckley Amendment”, was established to protect the privacy of students. The primary rights of students under FERPA include:

- The right to inspect and review educational records.
- The right to seek to amend educational records.
- The right to have some control over the disclosure of information from educational records.

The purpose of the Student Records Procedures is to ensure that the campus community is aware of, and complies with, the Family Educational Rights and Privacy regulations (FERPA), Statute: 20 U.S.C. 1232g; Regulations: 34 C.F.R. Part 99.

CSULB designates the following items authorized by FERPA as Directory Information:

- Student's name,
- Address (see below for conditions)
- Telephone number (see below for conditions)
- Major field of study
- Dates of attendance
- Grade Level
- Enrollment Status
- Degrees, honors and awards received
- Email address (see below for conditions)

Addresses, telephone numbers and email addresses for currently enrolled students will be released to CSULB personnel and units solely for the purpose of conducting legitimate University business.

See http://web.csulb.edu/depts/enrollment/student_academic_records/ferpa.html#faqferpa12 for complete description

All student employees will be required to go through FERPA training, and abide by regulations as dictated by the University.